



## Lesson, Cancellation, and Make-Up Lesson Policies

January 1st, 2020

- Payment is due upon registration, for each semester – one month prior. No holds without payment. **Lessons are sold in semesters only. Lessons will automatically be suspended if there is a balance owing over 30 days.**
- **All communication including but not limited to, lesson confirmations and cancellations, are to be done by EMAIL ONLY.**

### Hold Your Spot Fee

- Riders who wish to take a leave of absence from lessons while holding their lesson time/spot, will be required to pay \$20 (+SHT) per lesson that they will miss in order to save their lesson time for their return. WCP reserves the right to approve leave of absence on a case by case basis with 30 days' notice, as all invoices are created the 1st of the month. Please note that this is a non-refundable fee. This can be used in combination with the one makeup lesson per month. For example, if you are away for 2 weeks, we can offer the makeup lesson for the one lesson missed, and then apply the "Hold your Spot" fee for the other missed lesson. Alternatively we can use the Hold Your Spot fee for the 2 weeks that the student will be away then no makeup lesson will be needed. Please note that this rule doesn't apply to boarders and leasers.
- **Cancellation Policy:** Students may cancel their semester up to 2 weeks before start date, with WCP keeping a 20% cancellation fee. Any cancellations after that date will result in a forfeit of payment.
- WCP requests that all students, with the exception of horsemanship, be in the barn 30 minutes before their scheduled lesson. **If riders consistently show up less than 15 minutes before their scheduled lesson, WCP reserve the right to decline the lesson with no makeup lesson, or will invoice a tack up fee of \$25.00 +HST.**
- Horsemanship clients are to arrive at their scheduled lesson time, unless otherwise arranged by their instructor.
- **24 hours of notice will be required for lesson cancellations, no exceptions.** In the event of a client cancellation, WCP will offer only 1 make-up lesson per rider per month (**1 makeup lesson per month only**). Any scheduled regular or make-up lesson cancelled without 24 hours' notice will not be made up and therefor will be forfeited. Equine Administrator will confirm lesson makeup date upon reviewing makeup lesson form.
- Please note that make-up lessons:
  - May not be at the student's usual level
  - May not be taught by the student's usual instructor; and/or
  - May be in the form of a theory lesson.
  - May not be in the usual lesson size configuration. (i.e. Private, semi-private & group)
- If the School is forced to cancel lessons due to inclement weather or extenuating circumstances, make-up lessons (which may also be offered as theory lessons) will be offered at specified times.
- Please be advised that circumstances may warrant a substitute instructor during both regular and make-up lessons without notice.
- The school has the right to substitute a mounted lesson with a theory lesson. Horsemanship skills are a necessity to staying safe and building well-rounded rider. This will be up to the discretion of your instructor. No makeup lessons will be offered if rider declines theory lesson.
- Our weather policy states that when the weather reaches +35 with humidity, or -35 with wind-chill your lessons may be modified for the safety of our horses and students – this will be up to the discretion of your instructor.



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### SEMESTER SCHEDULE

- **January & February** 1<sup>st</sup> Semester, payment due in December for registration.
- **March & April** 2<sup>nd</sup> Semester, payment due in February for registration.
- **May & June** 3<sup>rd</sup> Semester, payment due in April for registration.
- **July & August** 4<sup>th</sup> Semester, payment due in June for registration.
- **September & October** 5<sup>th</sup> Semester, payment due in August for registration.
- **November & December** 6<sup>th</sup> Semester, payment due in October for registration.

### SAFETY NOTES:

- All visitors to the site must present themselves to the front office or a team member on arrival and sign a waiver.
- **For your safety and that of our horses, only staff and riders are permitted in the barn areas.**
- For the safety of the horses, students, and family, WCP requests that all small children are properly supervised by an adult at all times. Family and friends are respectfully requested to not interfere in lesson time by speaking to students or entering the ring.
- Please note that dogs are not permitted in the barn/office or arena, and must be on a leash at all times while on-site.
- WCP requests that riders check with a staff member before feeding our horses any type of treat.
- Please note that all students will need to purchase their own helmet after assessment and horsemanship program if they haven't done so already.
- Office Hours: Monday – Friday, 9am – 5pm.

**By Signing below and/or participating in lessons at Wesley Clover Parks' Ian Millar School of Horsemanship, I agree to the terms of the lesson program indicated below, and the terms of the cancellation and make-up lesson policies.**

Print rider Name: \_\_\_\_\_ Signature: \_\_\_\_\_

**If rider is under 18 years of age:**

Print Parent/Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_

